



County of Los Angeles
Department of Public Social Services

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**HOMELESS CASE MANAGEMENT FOR CalWORKs FAMILIES
HOMELESS CASE MANAGER GUIDELINES**

Homeless Case Management:

Homeless Case Management is a **voluntary** program for families who are homeless or at-risk of homelessness.

Definition: Homeless Case Management is a method of assessing the needs of the CalWORKs homeless and at-risk family and arranging, coordinating, monitoring, evaluating, and advocating for a package of multiple services to meet the specific family's complex needs. It requires establishing a trusting and caring relationship with the homeless and at-risk family which may include linking the family with systems that provide the family with needed services, resources, and opportunities. Services will include: a) crisis intervention; b) short-term stabilization; c) needs assessment; d) assistance with application and receipt of Specialized Supportive Services; and e) an individualized housing plan.

Objective: To determine the eligibility and appropriate services for the CalWORKs homeless and at-risk family and facilitate access to services.

Goals: The primary goal of the HCM is to provide quality services in the most efficient and effective manner to CalWORKs homeless and at-risk families with multiple complex needs to help the family fulfill its potential. The Homeless Case Management method rests on a foundation of professional training, values, knowledge, theory, and skills used in the service of attaining goals that are established in partnership with the homeless and at-risk family. Such goals include:

- Serving as a link between the EW and the GAIN Services Worker (GSW) to ensure the family is receiving all necessary benefits and services and meeting all eligibility and GAIN program requirements.
- Assisting families who are homeless or at-risk of being homeless to obtain and retain stable housing.
- Enhancing developmental, problem-solving, and coping capacities of the homeless and at-risk family;
- Conducting assertive, community-based outreach;
- Nurturing, trusting, and caring relationships with the homeless and at-risk families;
- Respecting client autonomy;
- Prioritizing family self-determined needs; and
- Linking and providing the families with active assistance to obtain needed resources.

Duties and Responsibilities of the Homeless Case Manager (HCM)

The duties and responsibilities of the HCM consist of a three-part approach. Additionally, the HCM will perform (when feasible and as time permits) other duties and responsibilities.

Primary Duties and Responsibilities of the HCM

Part I Intake and Assessment/Crisis Intervention and Stabilization

- Conducts and interview with the applicant/participant to assess the family's needs (includes completing the DPSS Homeless Questionnaire on PHASE).
- Acts as an advocate between the homeless family and the case-carrying Eligibility Worker and GAIN Services Worker to ensure family receives all entitled benefits to stabilize the family into temporary shelter (includes a review of the case on LEADER and GEARS to

resolve any CalWORKs/GAIN issues, for example, CalWORKs penalties or GAIN sanctions).

- Reviews Specialized Supportive Services (Domestic Violence, Mental Health, and/or Substance Abuse) needs with the family. Makes referrals as appropriate.
- Works with teen parents who are homeless to resolve any issues regarding participation/compliance with the Cal-Learn program.
- Assists the family in locating temporary shelter (Emergency Shelter Program with LAHSA) or referrals to affordable motels/hotels.
- Assists the family with transportation (tokens/daily passes/cash) to travel to temporary shelter or motel/hotel.

Part II Housing Resources

During the second or subsequent interviews, the HCM reviews the living situation of the applicant/participant. If the family is in a stable temporary living situation, the HCM will:

- Work with the family in partnership to develop an individualized housing plan toward moving the family into permanent housing (includes identifying barriers, setting goals to address the barriers, making appropriate referrals to services which will meet the complex needs of the family, monitoring the delivery of services, referral to the Housing Locator, continued case management while the family is in the process of finding permanent housing).
- Advocate for the family between the Eligibility Worker and the GAIN Services Worker to ensure the case is in order for the family to receive all entitled permanent housing/moving assistance benefits to secure permanent housing (includes referral to rental subsidy).
- For families on Skid Row, refer to Beyond Shelter to assist the family in locating permanent housing (work closely with the case managers from Beyond Shelter to meet the needs of the family).
- Work closely with the Housing Locator.

Part III Homeless Case Management

The HCM provides up to six months of case management services to the family. These services continue even after the family secures permanent housing.

Additional Duties of the HCM

Part IV Additional duties and responsibilities (when feasible and as time permits)

- Identify, assess, and assist homeless families resolve immunization penalties; and
- Identify, assess, and assist homeless families resolve school attendance penalties.
- Identify, assess, and assist homeless families resolve GAIN sanctions and expedited re-engagement of the parent/s into welfare-to-work activities.

NOTE: Parts II and III will work concurrently. Part IV will also work concurrently with Part II and III.